CALL FORWARD

To *Activate* without lifting the handset:
1. Press the **Forward Key.**
2. Dial the number where you want to forward your calls.
3. Press **Done** (to Activate Call Forward)

To *Cancel*:
1. Press the **Check Forward** (check FWD) **Key.**
2. Press **Cancel Forward Key.**

To *Reinstate*: (using the same number)
1. Press **Forward.**
2. Press **Done Key** twice.

CALL PICKUP

1. Lift handset and listen for dial tone.
2. Press the **Group Pickup Key** or dial 83.
3. Answer the call.

CALL TRANSFER

1. Press the **Transfer Key.**
   (First caller is placed on consultation hold)
2. Dial the number and announce caller in privacy.
3. Press **Swap Key** to switch between talking with the original caller and the new caller.
4. Press the **Connect Key** to complete the transfer.
5. Press **Goodbye Key** or hang up.
* If your transfer was incomplete Press the **Goodbye Key** and Press **Your Extension** or **Line Key** with the flashing icon.

CONFERENCE CALLING

You can set up a conference call with up to six people including yourself.
To *Activate:*
1. While you are on a call Press the **Conference Key**. (First caller is on consultation hold).
2. Dial the number of the person you want to add to the conference.
3. Press **Swap** to switch talking with the original caller and the new caller.
4. Press **Connect Key** to complete (repeat steps 1,2, and 4 to add additional conferees).

JOIN A CALL

This feature allows you to connect an incoming call to a call already in progress thereby creating a conference call.
To *Activate*:

1. Press **Conference Key.**
2. Press the **Extension** or **Line Key** that has the caller you want to connect to your current call.
3. Press the **Connect Key** to join both parties.

LAST NUMBER REDIAL

1. Lift handset and press **Extension Key** twice (Number is automatically dialed) or for **Hands Free** press **Extension** or **Line Key** twice.

DIAL INTERCOM

To *Use*:
1. Press **Intercom Key** and listen for dial tone.
2. Dial intercom group number (1,2,3, etc.)
Message Waiting:
1. Message indicator light is on.
2. Press **Extension** of **Line Key.**
3. Press **Message Key.** Follow prompts to retrieve message for voice mail system.

OPTIONS KEY

1. Press **Options Key.**
2. Use **Navigation Keys** to move up or down through the Options List.
3. Press **Select Key** when the desired option is highlighted.
4. Press **Done** to save your changes.

DIRECTORY/LOG

To *Access Redial List*:
1. Press **Directory/Log Key.**
2. Use the **Navigation Keys** to highlight redial list.
3. Press **Select Key.**
4. Use **Navigation Keys** to scroll up and down to highlight redial number.
5. Press **Dial** (your call is automatically dialed and you will exit the Redial List).

ACCESS PERSONAL DIRECTORY

To *Activate*:
1. Press **Directory/Log Key.**
2. Use **Navigation Key** to highlight personal directory
3. Press the **Select Key.**
To *Add* a **Personal Directory** entry:
1. Press the **Directory/Log Key.**
2. Highlight **Personal Directory** (on screen).
3. Press **Select Key.**
4. Press **Add New** enter name.

5. Type name (by using Dial or **Key Pad**)
* Press **Case** to enter name in upper or lower case format. (Press case to switch back and forth between characters if desired).
6. Press **Next** to enter number (by using the Dial or **Key Pad**).
7. Press **Done** to save your entry.

To *Delete* or *Edit* an entry:
1. Press **Directory/Log Key**.
2. Use **Navigation Key** to highlight personal directory.
3. Press the **Select Key.**
4. Use **Navigation Keys** to highlight the entry you want to delete.
5. Press **Delete List.**
6. Press **Yes** to delete and confirm deletion.
7. Press **Quit Key** to exit Directory.

To *Edit* an entry:
1. Follow steps 1-3 (DELETE ENTRY)
2. Press **Edit Key** (to change name and/or number).
3. Use **Navigation Key** to highlight character you want to change.
4. Press **Next Key.**
5. Press **Done Key** to save changes.
6. Press **Quit Key** to exit.

To *Search* for an entry:
1. Press **Directory/Log Key.**
2. Use **Navigation Key** to highlight Personal Directory
3. Press **Select Key.**
4. Dial the first letter of the name you are seeking (repeat to enter additional letters).
5. Press **Dial** to connect to your desired number.

To *Copy* an entry from your Redial List or an Incoming Call:
1. Press **Redial.**
2. Use **Navigation Keys** to highlight number from Redial List.
3. Press **Copy Key.**
4. Press **Directory/Log Key.** (Edit Name will appear on screen)
5. Press **Next Key** (Edit Number will appear on screen)
6. Press **Done Key** to save changes.
7. Press **Quit** to exit.

CSU Voice Mail System Instructions for Frequently Used Features

I. CHANGE YOUR PASSWORD

1. Log into voice mail (extension 2100).
2. Enter your four/five digit extension number. (The default password is the same as your extension number). First time users - the system will request that a new password is entered.
3. To change your password, press 84.
4. Enter the new password. (It must be 5 to 6 characters/digits in length.) Then press #. (Repeat this step twice)
   If your password expires, follow step 3 above.

II. RECORD A NAME

1. While logged into voice mail, press 89. Then press 5 on the dial pad.
2. Wait for a tone.
3. Record your name (your title and extension can be included).
4. Press # to end the recording.

III. RECORD AN EXTERNAL OR INTERNAL GREETING

1. Log into voice mail.
2. Enter 82 on the dial pad.
3. Press 1 on the dial pad to record external greeting. Press 2 on the dial pad to record internal greeting. *(external greeting can be used for both)*
4. To record the greeting, press 5 on the dial pad. Wait for the tone. Then record greeting
5. Press# on the dial pad to end the recording.
6. *** To listen to the greeting, press 2.
   *** To delete the greeting, press 76.
   *** To re-record the greeting, press 5.
7. Press 4 on the dial pad to exit the system.

IV. RECORD A TEMPORARY GREETING

If you will be out of the office, i.e., vacation, illness, business trip, etc., record a temporary greeting.
Once the set day and time expires, the system will revert back to your recorded external or internal greeting.

1. Log into voice mail.
2. Enter 82 on the dial paid.
3. Press 3 on the dial pad. Then, press 5 on the dial pad.
4. Wait for the tone. Then record temporary greeting.
5. Press # on the dial pad to end the recording.
6. Press 9 on the dial pad to set the expire day and time.
7. Follow step 6 underneath "external/internal greeting" above to delete and re-record the greeting.
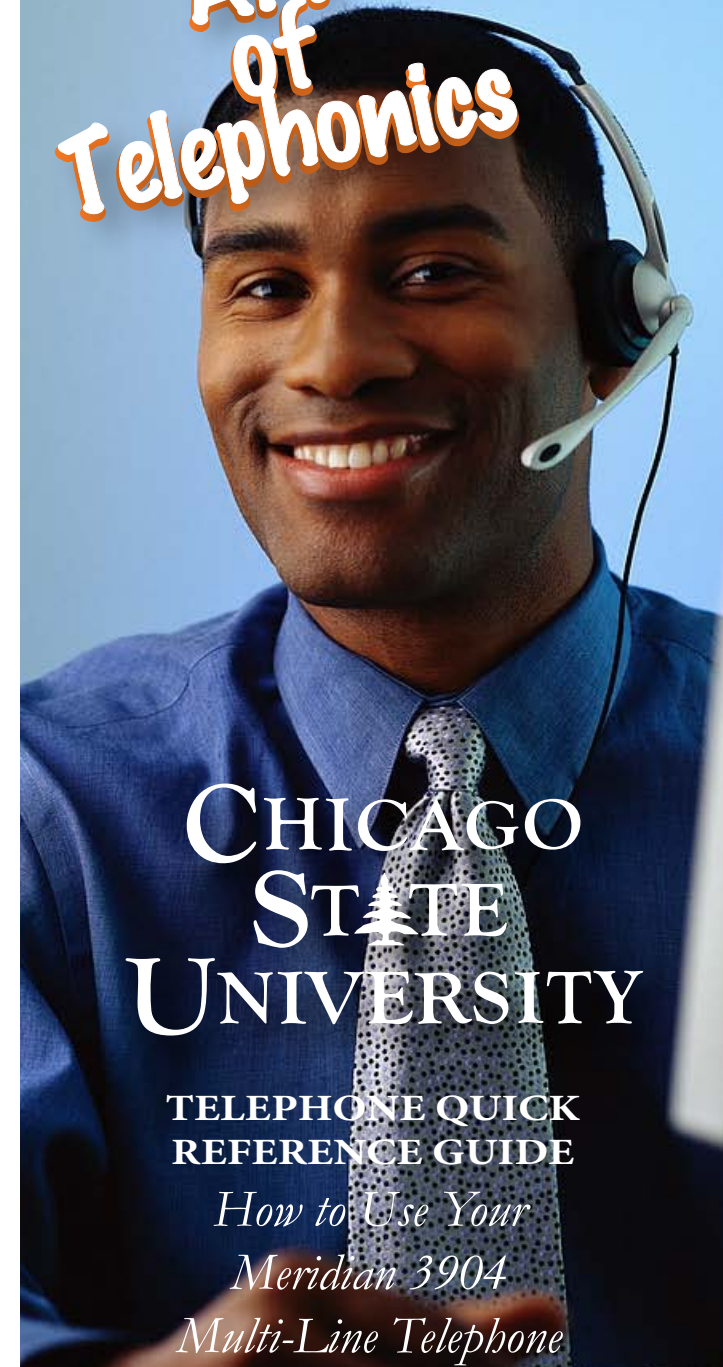
SIX STEPS FOR PROFESSIONAL TELEPHONE ETIQUETTE:

1. **BE ALERT** - Show you are wide awake and willing to help the person calling.

2. **BE FRIENDLY** - Put a smile in your voice.

3. **SPEAK DISTINCTLY** - Use your natural voice. Pronounce words clearly, paying particular attention to word endings and numbers.

4. **BE EXPRESSIVE** - Let the caller know that their call is important. Use a moderate rate and volume of speech and avoid a monotone delivery; no one wants to feel like they are speaking to a computer.

5. **BE CONSIDERATE** - DO NOT try to carry on two conversations at once. A caller should not feel he/she is competing for your attention.

6. **BE COURTEOUS** - Use common courtesy words such as, "Thank you", "Please" and "You're Welcome".

Remember your telephone is the doorway to CSU. Callers will judge CSU by the welcome they receive and the helpfulness of your telephone attitude.

The Art of Telephonics

CHICAGO STATE UNIVERSITY

TELEPHONE QUICK REFERENCE GUIDE

How to Use Your Meridian 3904 Multi-Line Telephone